



Participant comments from Jeff Mowatt's presentation held September 15, 2004

"If even a few of these ideas are implemented there should be a significant impact on the organization."

Brian Hedley, General Manager, Weepawa-Gladstong Co-op

"I now have a least 5 concrete ideas plus many concepts to add to my 'tool kit'."

Dave Eaton, General Manager, Fort St. John Co-op

"I have learned things today which have contradicted some of what I had previously learned. Thank you."

Mike Nord, General Manager, Wynyard Co-op

"Jeff's session will impact us largely. The gaps needed to cope with the constant turnover of new staff and training new staff were filled in."

Terry Shenher, General Manager, Lakeland Co-op

"I will be reviewing the level of standards. Our organization is the only one in town – have we taken things for granted."

Bruce Hanspiker, General Manager, Gillam Co-op

"This session will allow us to better provide a relationship with our customers/members second to none."

Gregg Reiter, General Manager, Red River Co-op

"Jeff's presentation will give our staff the ability to build trust with our customers and create customer loyalty."

Phil Griffeth, General Manager, Humboldt Co-op

"This session has helped me with concepts that we are all aware of but have difficulty communicating to our staff. This will help me prioritize and communicate."

Allan Halter, General Manager, Meadow Lake Co-op

"The information presented totally supports equitable, caring treatment of customer and delivery of value. We will continue to pursue this."

Garth Bell, General Manager, Spruce View Co-op Association

"Jeff's session has given me some very good tools to use and share with my employees."

Larry Mills, General Manager, Parkway Co-op